GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

STARRED QUESTION NO:416
ANSWERED ON:03.05.2007
OUTSOURCING OF WORK BY IRCTC
Shakya Shri Raghuraj Singh

Will the Minister of RAILWAYS be pleased to state:

(a) the details of various works awarded for execution by the Indian Railway Catering and Tourism Corporation (IRCTC) under the policy of outsourcing during the last three years and the current year and the steps taken to bring about transparency in this matter;

(b) the details of financial performance of IRCTC under internet-ticketing and railway tourism during the said period;

(c) whether the Railways have made arrangements for use of modern technology for developing IRCTC; and

(d) if so, the details thereof?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF RAILWAYS (SHRI LALU PRASAD)

(a) to (d) : A Statement is laid on the Table of the Sabha.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF STARRED QUESTION NO. 416 BY SHRI RAGHURAJ SINGH SHAKYA IN LOK SABHA ON 03-05-2007 REGARDING OUTSOURCING OF WORKS BY IRCTC

(a): Indian Railway Catering and Tourism Corporation Limited (IRCTC) under policy of outsourcing has executed the following major works during the last three years and the current year :-

(i) Post implementation of support, development and maintenance of internet ticketing website;

(ii) Design, development of modular stalls at stations;

(iii) Re-designing of lay-out of pantry car;

(iv) Design of base kitchens of New Delhi, Mumbai and Kolkata;

(v) Operation and maintenance of packaged drinking water plants (Rail Neer) at Nangloi (Delhi) and Danapur (Patna);

(vi) Development and support of Indian Railway Catering and Tourism Corporation (IRCTC)'s corporate portal;

(vii) Development of Rail Enquiry Application (REA) for integrated train enquiry system;

(viii) Development of Tourism portal of Railways;

(ix) Development and Maintenance of Mumbai Suburban season ticketing system;

(x) Post implementation support for Enterprise Resource Planning (ERP).

The above works were awarded through transparent tendering system under competitive bidding process.

(b): Details of financial performance of Indian Railway Catering and Tourism Corporation (IRCTC) under Internet ticketing and Railway Tourism are as under:-

Internet Ticketing (Rupees in crores)

Particulars	2003-04	2004-05	2005-06	2006-07 (provisional)
No. of Tickets	728404	1281033	2573612	6823481
Total income	3.72	7.10	12.76	25.81
Total Expenditure	5.30	6.31	9.25	19.79
Profit/Loss (before tax)	-1.58	+0.79	+3.51	+6.02

Railway Tourism (Rupees in crores)

Particulars	2003-04	2004-05	2005-06	2006-07 (provisional)
Total income	7.09	6.62	6.26	8.71
Total Expenditure	7.69	6.99	7.57	10.22
Profit/Loss (before tax)	-0.60	-0.37	-1.31	-1.51

(c) & (d): Indian Railway Catering and Tourism Corporation (IRCTC) has adopted modern technologies for internet ticketing and integrated train enquiry system that are running on the applications like computerised Passenger Reservation System (PRS) and National Train Enquiry System (NTES) designed and maintained by Center for Railway Information System (CRIS). All the Zonal Offices of Indian Railway Catering and Tourism Corporation (IRCTC) are connected through Rail Tel network with the Enterprise Resource Planning (ERP) servers.

Besides, IRCTC is setting up mechanical launderettes having state of the art technology at various important stations near the washing lines under public private partnership (PPP) model and have already undertaken renovation of base kitchens / cooking units. Cell kitchens are also being set up by IRCTC on public private participation (PPP) basis to supply meals to trains. Indian Railway Catering and Tourism Corporation (IRCTC) is also setting up Automatic Vending Machines (AVMs) of latest technology to dispense hot and cold beverages and Water Vending Machines (WVMs) having latest modern technology viz. Reverse Osmosis etc. During 2006-07, 267 AVMs and 2 WVMs have been operationalised. Targets for AVMs and WVMs during 2007-08 are 600 and 700 respectively. Pilot project on Integrated Train Enquiry System (Call Centres) is under implementation.